



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of)	
)	Group Art Unit: 2116
Thomas Howard Bateman et al.)	
)	Examiner: STEFAN STOYNOV
Application No.: 10/663,740)	
)	Confirmation No.: 2659
Filed: September 17, 2003)	
)	
For: METHOD AND SYSTEM FOR)	
COORDINATING DATA AND VOICE)	
COMMUNICATIONS VIA)	
CUSTOMER CONTACT CHANNEL)	
CHANGING SYSTEM)	

RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In complete response to the *Ex Parte Quayle* Office Action dated February 14, 2006 and further to the Interview Summary filed on February 28, 2006, Applicants submit herewith a three month extension of time extending the period of response from May 14, 2006 to July 14, 2006 and the attached terminal disclaimer.

Applicants respectfully submit that the attached terminal disclaimer overcomes the outstanding double patenting rejection of pending claims 37-39 in view of U.S. Patent No. 6,668,286.

As such, it is respectfully submitted that the application is now in condition for allowance, and it is thereby requested that a Notice of Allowance be timely issued.

In the event that there are any questions or objections relating to this application, it would be appreciated if the Examiner would telephone the undersigned attorney concerning such questions or objections so that prosecution of this application may be expedited.

Respectfully submitted,

BUCHANAN INGERSOLL & ROONEY PC

Date: July 13, 2006

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